

## SOLIDARITY ON THE LINE – SCRIPT

### Foreword:

What are the objectives of your call?

- Catch up with students to see how they are doing, on behalf of ESCP Alumni
- Let them know that we remain attentive and available if they need it
- Guide them towards us if you feel that they need further support
- Bind the community together and show the strength of the ESCP network
- N.B: it is a one-shot operation and we do not ask you to follow-up on it

This script has been specially developed for you by a dedicated team and with the support of a professional behavioral specialist coach from the Association. You may follow it closely or just use it as a medium to help you, this script acts as a cue sheet, essential to your discussion with the student. Please read it in its entirety at least once.

We wish to remind you that you take part in this operation as a ESCP Alumni and that we advise you to remain vigilant so that your discussions with the student do not develop into what could be likened to an appointment with a psychologist. Keeping this in mind will prevent you from having to deal with overly complex situations.

- The ideal timing?

This script was designed to last a minimum of ten minutes (this is the time that may elapse when faced with a student who is doing fine!). You are of course free to extend the conversation if you feel like it.

- When to call?

On Weekdays: between 6 p.m. and 9 p.m. Before, the students will probably be in class and afterwards it gets a little intrusive.

On Weekends: Between 10 a.m. and 9 p.m.

- What if the student does not pick up?

The first time, there is no need to leave a voice message. Call back later when you have time. The second time around, not leaving a message would be a mistake as the student would question the nature of the call and might adopt a suspicious posture. Here is an example of a voice message: *"Hello Leo, I am Julie Martin, ESCP graduate, I would have liked to chat with you for a few minutes. I'll try to call you back later. See you soon ! "*

- Should I give you feedback?

A few days after the operation ends, you will receive a questionnaire that will help us quantitatively gather your recurring comments. On the other hand, we are very receptive to your spontaneous remarks, interesting verbatim, as long as everything is still fresh in your mind! Do not hesitate to send an email to [reseau@escpalumni.org](mailto:reseau@escpalumni.org)

Likewise, of course, if despite the list of useful contacts provided, you deem it important to quickly report a case that seems worrying to you, send us an email at this same address.

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**START OF THE SCRIPT**

**Alumnus/a (smiling voice):** Hello, I am (First name, Last name), ESCP Alumnus/Alumna, am I talking with **(Student's name)** ?

**Student :** Yes

(If NO, quickly send us a message at **reseau@escpalumni.org** to resolve the phone number error).

**Alumnus/a:** Should we discuss in French or in English?

**If you didn't start with the right language, switch immediately.**

**Alumnus/a:** Very good. In fact, I'm calling you to chat with you a bit in this particular context. We thought it would be nice checking in with the students, do you have a few minutes for me?

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Great. So, how are you doing these days ? <i>(Open-ended question to which the student probably will answer that he/she is fine. But skipping this step would make the conversation heavy)</i>	When can I call you back to chat for a few minutes? <i>(do not ask the student to call you back. It must come from you)</i>

Please note: **do not mention the operation "Solidarity on the Line"**. Even if the student has heard of it - which is quite possible because they will receive an email a few days before your call so as not to be totally surprised by the process - directing the conversation from this angle will distort the authenticity of the process. . It would also expose you to having to explain the details of the operation to the curious student, and it will be difficult for you to refocus the conversation on him.

Important: Always keep in mind that in order for the conversation to go well, he/she must feel **that it is a discussion, not an interrogation**. It is therefore essential that you also talk about you to dilute the questions that you will have to ask him.

**Alumnus/a:** I know a lot of students have had to review their plan this year. What about you ? Did you stay in the same place or did you change your location?

**Let the student speak and think about reflecting on his remarks if possible (is he alone? With the family?)**

**Alumnus/a:** Ah, that's great. I also joined this program, it is very interesting + very briefly explain your career at ESCP **OR** oh great, I did not choose this program and rather oriented myself towards .... because at that time I wanted to work in ...

Do you already have an idea of what you want to do next?

Let the student speak

Alumnus/a: Besides classes, do you have any activities or interests?

Let the student speak. And don't hesitate to build on his/her areas of interest ("I don't know this at all"; "I did it a long time ago"; "It's a great project!")

Alumnus/a: Okay, so overall how have you experienced these last few months?

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**Hypothesis #1: His experience was not so bad (or minor difficulties that he plays down on his own)**

- Ok, great! Glad to hear that you are fine!

- Don't hesitate to take advantage of the fact that you are part of a great community. We are more than 1000 to have mobilized to contact all the students because it is important to make you aware that you are not alone!

- I encourage you to take advantage of all that this community can offer you. By getting closer, for example, to the Alumni Association. I am thinking of the student / graduate mentorship program which can allow you to have a mentor to support you, which is all the more important in the current period. And there are other free services to allow you to relax between classes, participate in events. I don't know everything by heart but I invite you to take a look at [www.esccalumni.org](http://www.esccalumni.org) and if you have specific questions, you can always send an email to [reseau@esccalumni.org](mailto:reseau@esccalumni.org). They are very responsive.

And do not hesitate to bring your difficulties to the school so that they too can support you on a daily basis.

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**Hypothesis #2: The student has had ups and downs during the last few months**

- Can you tell me more? What was difficult \* (\*use the word or expression used by the student)

Let the student speak without guiding his/her answers

**A: Technical or material problems (difficulty in following lessons, defective work equipment, weak internet connection, etc.)**

-Ok, I understand. Did you try contacting the school to try and resolve this problem?

If no (or yes, but without success): I think it would be useful to do it / ask them again

Strongly encourage the student to get in touch with the referent contact of his/her program.

-Do you have relaxing moments, do you consider take time for you and cut yourself from screens when classes are over?

Let the student speak

-It is really important that you allow yourself to have off moments and time to do things that make you feel good. Recharge your energy.

Let the student speak

- Finally, don't hesitate to take advantage of the fact that you are part of a great community. We are more than 1000 to have mobilized to contact all the students because it is important to make you aware that you are not alone!

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**B: Non-material problems (low morale, non-optimal familial environment, isolation...)**

-OK, I completely understand. Do you have relaxing moments, do you consider taking time for you and cut yourself from screens when classes are over?

*Let the student speak*

- It is really important that you allow yourself to have off moments and time to do things that make you feel good. Recharge your energy.

*Let the student speak*

-If you really aren't feeling well, know that you can ask to meet a psychologist from the school (you can propose to give the contact details if you feel like the student is okay for it)

*Let the student speak*

- Finally, don't hesitate to take advantage of the fact that you are part of a great community. We are more than 1000 to have mobilized to contact all the students because it is important to make you aware that you are not alone!

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**Hypothesis #3 : The student has a really bad experience of the situation (material and psychological distress that you can evaluate as strong)**

**A: The student starts crying.**

*Allow the student's pain and encourage him/her to let it go.*

-I understand your emotion, it's totally normal and sometimes necessary

### **Silence\***

**\*Silences are important. You don't need to cover it with discussion at all costs.**

-It's just us two, in a benevolent context and I you needed to let it go, it's a good thing. Did It help you?

### **Let the student speak**

Do you have relaxing moments, do you consider taking time for you and cut yourself from screens when classes are over?

### **Let the student speak**

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### **B: the student strongly complains about his student experience and about the school**

Ok, I understand. Did you try contacting the school to try and resolve this problem?

**If no (or yes, but without success):** I think it would be useful to do it / ask them again

**Strongly encourage the student to get in touch with the referent contact of his/her program.**

-Do you have relaxing moments, do you consider take time for you and cut yourself from screens when classes are over?

### **Let the student speak**

-It is really important that you allow yourself to have off moments and time to do things that make you feel good. Recharge your energy.

### **Let the student speak**

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- How to end the conversation?

"I'm not going to hold you any longer and thank you for your time, it was very nice to chat with you. Have a good day / evening. "

Depending on the bond you have managed to create with the student, you are free to suggest or agree to continue / maintain your discussions further, but this is by no means an obligation.

- Special case: "What to do if...? "

**... The student asks if you can help him find an internship?** -> Remind him that the school's Career Service is there to offer him many targeted internship offers related to his specific wishes, and recommend that he contact them directly so that they can support him in his search (see list of useful contacts)

**... The student is very vehement towards the School** -> Start by telling him that you understand but unfortunately you have no impact on the way the school handles all of this. Invite them to get closer to the school to bring up the problem or to go through the Agora (Association of students representing their peers and in close contact with the school administration) which can make the link with the administration of the school.

***\* Student / graduate mentorship program information: At the start of each academic year, ESCP Alumni opens at the start of each academic year a mentoring program between students and graduates, more and more popular each year. It has enabled hundreds of students and graduates to bond and expand their networks.***

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### **Useful contacts on the School's side :**

Psychiatrist : **Dr Monchablon**, [domonchablon@yahoo.fr](mailto:domonchablon@yahoo.fr)

Psychologist (english-seaker): **Mélanie Leroy** sur RDV: [leroymelanie@hotmail.com](mailto:leroymelanie@hotmail.com)

Nurse and disability referent : **Justine Malbec** [health@escp.eu](mailto:health@escp.eu)

Career Service : **Julie Sapède**, [jsapede@escp.eu](mailto:jsapede@escp.eu)

ESCP Alumni : [reseau@escpalumni.org](mailto:reseau@escpalumni.org) (on everything concerning the services of the Association) ou [info@escpalumni.org](mailto:info@escpalumni.org) (on more broad information or questions)

### **Useful information on the association's services for students:**

**Bootcamps:** 4 days a year, each dedicated to a specific sector (Finance, Consulting, Tech Marketing); Hosted by young alumni, it consists in a presentation of the industry and mock interviews to prepare before looking for an internship/job.

**Mentorship:** Mentoring program between 1 ESCP Alumni and 1 student. A good opportunity to create a special relationship with a professional in the industry the student is attracted to and to gain self-confidence.

**Ask me anything ...:** Virtual round tables in small groups between 1 young Alumni and 10-15 students. No classic conference, but 40 minutes of informal discussions at lunchtime to ask all the questions students never dare to ask

**Professional groups:** Accessible to Alumni and students, they allow them to receive targeted and quality events invitations directly by email, organized by each group.

**Webconf' :** The Association's online interactive conferences, with prestigious guests on various subjects of general knowledge and professional expertise